

A faint, light blue world map is visible in the background of the slide, centered behind the text.

# WORKPLACE VIOLENCE

## PREVENTION PROGRAM

# OCCUPATIONAL SAFETY AND HEALTH ACT

- The OSHA Act of 1970 Mandates Employers Have a General Duty to Provide Employees With a Workplace Free From Recognized Hazards Likely to Cause Death or Serious Physical Harm
- Includes the Prevention and Control of Workplace Violence
- OSHA Will Rely on Section 5 (A) (1) of the OSHA Act (the “General Duty Clause”) for Enforcement Authority

# WHAT IS WORKPLACE VIOLENCE?

- Any Physical Assault, Threatening Behavior, or Verbal Abuse Occurring in the Workplace
- The Workplace May Be Any Location Either Permanent or Temporary Where an Employee Performs Any Work-related Duty

# TYPES OF WORKPLACE VIOLENCE

- Striking, Pushing, Or Other Aggressive Acts
- Physical Assaults
- Stabbings
- Shootings
- Rapes
- Armed Robbery

# ACTS OF AGGRESSION & RISK INDICATORS

- Disorderly Conduct, Such As Shouting, Pushing or Throwing Objects, Punching Walls, or Slamming Doors
- Fascination With Guns or Other Weapons, Demonstrated by Discussions or Bringing Weapons to Workplace

# ACTS OF AGGRESSION & RISK INDICATORS

- Verbal Threats to Inflict Bodily Harm Including Vague or Overt Threats
- Obscene Phone Calls
- Intimidating Presence
- Harassment of Any Nature

# TYPES OF WORKPLACE VIOLENCE INCIDENTS

- Based Upon the Relationship Between the Assailant/Worker/Workplace, Violent Incidents Can Be Divided Into Categories:
  1. Violence by Strangers
  2. Violence by Students or Visitors
  3. Violence by Co-workers
  4. Violence by Personal Relationships

# TYPES OF WORKPLACE VIOLENCE INCIDENTS

- Homicides:
  - Leading Cause of Job-related Deaths for Women, Second Leading Cause for Men
  - Claimed the Lives of 1,071 Workers in 1994; Approximately 3 Workers Died Each Day Under Violent Circumstances
- Nonfatal Assaults:
  - Over One Million Persons Annually Assaulted At Work Since 1987



# WHO'S AFFECTED BY WORKPLACE VIOLENCE

- Those Who Work Alone, Late at Night, And Are Known to Handle Cash
- Persons Going Into Inadequately Lighted Parking Areas
- Persons Ignoring The Potential For Attack

# WHY WORKERS ARE AT RISK OF WORK-RELATED ASSAULTS

- Prevalence of Handguns and Other Weapons Among Persons, Their Families, or Friends
- Increasing Number of Acute and Chronically Ill Mental Patients Being Released From Hospitals Without Follow-up Care
- Ever Increasing Abuse Of Illicit Drugs And The Need To Fund The Habit
- Over-Crowded Court Dockets And Prisons

# ECONOMIC IMPACT OF WORKPLACE VIOLENCE

- Assaults at Work Cost 500,000  
Employees 1,175,100 Lost Work Days  
Each Year
- Annual Cost of Lost Wages Totals More  
Than \$55 Million
- Impact Is Measured in Billions of Dollars  
When the Cost of Productivity, Legal  
Expenses, Property Damage, Diminished  
Public Image, Increased Security and  
Other Factors Are Included

# FOUR COMPONENTS OF PREVENTION

- Management Commitment
- Employee Involvement
- Worksite Analysis
- Hazard Prevention And Control Plan
- Training And Education

# MANAGEMENT COMMITMENT AND EMPLOYEE INVOLVEMENT

- Management Commitment Provides the Motivating Forces to Deal Effectively With Workplace Violence
- Employee Involvement and Feedback Enable Management to Develop and Express Their Commitment to Safety and Health

# MANAGEMENT COMMITMENT

- Demonstrated By:
  - ▢ Organizational Concern for Employee Physical and Emotional Safety and Health
  - ▢ Equal Commitment to Employee, Student, and Visitor Safety and Health
  - ▢ A System of Accountability for Involved Managers and Employees

# EMPLOYEE INVOLVEMENT

- Should Include the Following:
  - ▢ Understand and Comply With the College's Safety and Health Program and Security Measures
  - ▢ Participate in an Employee Input or Suggestion Process Covering Safety, Health, and Security Concerns
  - ▢ Promptly and Accurately Report Violent Incidents

# WRITTEN PROGRAM

- A Written Program for Job Safety and Security:
  - Should Be an Integral Part of the College's Overall Safety and Health Program
  - Should Provide Clear Goals and Objectives to Prevent Workplace Violence
  - Should Be Adaptable to Specific Situations in Each Department



# WRITTEN PROGRAM

- The Workplace Violence Prevention Program Should Do the Following:
  - Create and Disseminate a Clear Policy of Zero-Tolerance for Workplace Violence, Verbal and Nonverbal Threats and Related Actions
  - Ensure That No Reprisals Are Taken Against an Employee Who Reports or Experiences Workplace Violence

# WRITTEN PROGRAM

- Encourage Employees to Promptly Report Incidents and to Suggest Ways to Reduce or Eliminate Risks
- Outline a Comprehensive Plan for Maintaining Security in the Workplace
- Assign Oversight Responsibilities and Authority for the Program to Individuals or Teams With Appropriate Training and Skills

# WRITTEN PROGRAM

- Affirm Management Commitment to a Worker-supportive Environment That Places As Much Importance on Employee Safety and Health As on Serving the Student or Client
- Set up a College Briefing Effort to Address Such Issues As Preserving Safety, Supporting Affected Employees, and Facilitating Recovery

# WORKSITE ANALYSIS

- Worksite Analysis Involves a Step-by-Step Common Sense Look at the Workplace to Find Existing or Potential Hazards for Workplace Violence
- This Entails Reviewing Specific Procedures or Operations That Contribute to Hazards and Specific Locales Where Hazards May Develop

# WORKSITE ANALYSIS

- A “Threat Assessment Team,” or Similar Task Force, or Coordinator May Assess the Vulnerability to Campus Violence and Determine Appropriate Actions
- Team Should Include Representatives From Management, Operations, Security, Occupational Safety and Health, Legal, and Human Resources

# WORKSITE ANALYSIS

- The Recommended Program for Worksite Analysis Includes, but Is Not Limited To:
  - Analyzing and Tracking Records
  - Monitoring Trends and Analyzing Incidents
  - Screening Surveys
  - Analyzing Workplace Security

# WORKSITE ANALYSIS

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  - ▢ Analyzing Workplace Security

# WORKSITE ANALYSIS

- Record Analysis Should Include:
  - ▢ Reviewing Medical, Safety, Workers' Comp and Insurance Records to Pinpoint Incidents of Workplace Violence
  - ▢ Scanning Reports of Incidents or Near-incidents of Assaultive Behavior
  - ▢ Tabulating the Data to Target Frequency and Severity of Incidents to Establish a Baseline for Measuring Improvement



# WORKSITE ANALYSIS

- Monitoring Trends and Analyzing Incidents Include:
  - Contacting Similar Local Businesses, Trade Associations, and Community and Civic Groups to Learn About Their Experiences With Workplace Violence
  - Tracing Trends of Injuries and Incidents of Actual or Potential Workplace Violence

# WORKSITE ANALYSIS

- Screening Surveys Include:
  - Employee Questionnaires to Obtain Ideas on the Potential for Violent Incidents and Help Identify or Confirm the Need for Improved Security Measures
  - Identifying Scenarios That Put Employees at Risk
  - Identifying New or Previously Unnoticed Risk Factors and Deficiencies in Work Practices, Procedures, or Controls
  - Assessing the Effects of Changes in the Work Processes

# WORKSITE ANALYSIS

- Workplace Security Analysis Includes:
  - Analyzing Incidents and Characteristics of Assailants and Victims, and Relevant Details
  - Identifying Jobs, Locations, Processes, and Procedures With the Greatest Risk of Violence
  - Noting High-Risk Factors Such As the Types of Students, Visitors, and Physical Risk Factors of the Building
  - Evaluating the Effectiveness of Existing Security Measures, Including Engineering Control Measures

# HAZARD PREVENTION AND CONTROL

- The Next Step Is to Design Measures to Prevent or Control Identified Hazards Through Engineering or Administrative Practices
- If Violence Does Occur, Post-Incidence Response Can Be an Important Tool in Preventing Future Incidents

# HAZARD PREVENTION AND CONTROL

- Engineering Controls Remove the Hazards From the Workplace or Create a Barrier Between the Worker and the Hazards. Examples Include:
  - ▢ Alarm Systems and Other Security Devices
  - ▢ Metal Detectors and Closed Circuit Video Recording for High-risk Areas
  - ▢ Safe Rooms for Employees to Use During Emergencies

# HAZARD PREVENTION AND CONTROL

- Administrative and Work Practice Controls Affect the Way Jobs or Tasks Are Performed:
  - State Clearly to Students, Visitors, and Employees That Violence Is Neither Tolerated nor Permitted
  - Establish Liaison With Local Police
  - Require Employees to Report All Assaults or Threats to a Supervisor or Manager
  - Set up Trained Response Teams to Respond to Emergencies

# HAZARD PREVENTION AND CONTROL

- Several Types of Assistance Can Be Incorporated Into the Post-Incident Response
  - Trauma Crisis Counseling
  - Critical Incident Stress Debriefing
  - Employee Assistance Programs to Assist Victims

# TRAINING AND EDUCATION

- Ensures That All Staff Are Aware of Potential Security Hazards and How to Protect Themselves and Their Co-workers Through Established Policies and Procedures



# TRAINING AND EDUCATION

- Employee Training
  - Every Employee Should Understand the Concept of “Universal Precautions for Violence,” i.e., That Violence Should Be Expected but Can Be Avoided or Mitigated Through Preparation
  - Staff Should Be Instructed to Limit Physical Interventions in Workplace Altercations Whenever Possible, Unless There Are Adequate Number of Staff or Emergency Response Teams and Security Personnel Available

# TRAINING AND EDUCATION

- Employee Training
  - ▢ The Training Program Should Involve All Employees Including Supervisors and Managers. New and Reassigned Employees Should Receive an Initial Orientation Prior to Being Assigned Their Job Duties
  - ▢ Qualified Trainers Should Instruct at the Comprehension Level Appropriate for All Staff. The Training Should Involve Role Playing, Simulations, and Drills and Should Be Provided to Employees Annually

# TRAINING AND EDUCATION

- Training Should Cover Topics Such As:
  - The Workplace Violence Prevention Policy
  - Risk Factors That Cause or Contribute to Assaults
  - Early Recognition of Escalating Behavior or Recognition of Warning Signs and Situations That May Lead to Assaults
  - Ways of Preventing or Diffusing Volatile Situations or Aggressive Behavior, and Managing Anger

# TRAINING AND EDUCATION

## Supervisors, Managers, and Security Personnel

Supervisors and Managers Should Ensure That Employees Are Not Placed in Assignments That Compromise Safety and Should Encourage Employees to Report Incidents. In Addition, They Should Learn How to Reduce Security Hazards and Ensure That Employees Receive Appropriate Training.

# TRAINING AND EDUCATION

The Training Program Should  
Also Include an Evaluation

- ♦ The Content, Methods, and Frequency of Training Should Be Reviewed and Evaluated Annually by the Team or Coordinator Responsible for Implementation

# RECORDKEEPING AND EVALUATION OF THE PROGRAM

Recordkeeping and Evaluation of the Violence Prevention Program Are Necessary to Determine the Overall Effectiveness and Identify Any Deficiencies or Changes That Should Be Made

Program Evaluation May Involve Supervisor and/or Employee Interviews, Testing, and Observing, and/or Reviewing Reports of Behavior of Individuals in

# RECORDKEEPING

- Recordkeeping Is Essential to the Success of a Workplace Violence Prevention Program. The Following Records Are Important:
  - OSHA Log of Injury and Illnesses (OSHA 200)
  - Medical Reports of Work Injury and Supervisors' Reports of Each Recorded Assault
  - Incidents of Abuse, Verbal Attacks or Aggressive Behavior

# RECORDKEEPING (Continued)

- ▣ Information on Patients With a History of Past Violence, Drug Abuse, or Criminal Activity
- ▣ Minutes of Safety Meetings, Records of Hazard Analyses, and Corrective Actions
- ▣ Records of All Training Programs



# EVALUATION

- As Part of Their Overall Program, Employers Should Evaluate Their Safety and Security Measures. An Evaluation Program Should Involve the Following:
  - Establishing a Uniform Violence Reporting System and Regular Review of Reports
  - Reviewing Reports of Minutes From Staff Meetings on Safety Issue

# EVALUATION (Continued)

- Analyzing Trends and Rates in Illness/Injury or Fatalities Caused by Violence Relative to Initial or “Baseline” Rates
- Measuring the Effectiveness of Improvements Based Upon Lowering the Frequency and Severity of Workplace Violence

# SUMMARY

OSHA Recognizes the Importance of Effective Safety and Health Program Management in Providing Safe and Healthful Workplaces.

OSHA's Violence Prevention Guidelines Are an Essential Component to Workplace Safety and Health Programs. OSHA Believes That the Performance-oriented Approach of the Guidelines Provide Employers With Flexibility in Their Efforts to Maintain Safe and Healthful Working<sup>43</sup>